



Bringing Health, Independence and Dignity Home

MAPC Contact Sheet for Community Living Alliance Supported Living Team

Barb Anderson, RN – Personal Care

Coordinator

andersonb@clanet.org

242-8335 x 3208

Tim Wellens – Operations Manager

wellenst@clanet.org

242-8335 x 3221

Abbie De La Porte, RN – Personal Care

Coordinator

delaportea@clanet.org

242-8335 x 3209

Kate Coerper – Intake

Contact for Referrals – email or phone

coerperk@clanet.org

242-8335 x 3361

Janet Logan, RN – Personal Care

Coordinator

loganj@clanet.org

242-8335 x 3213

Administrative Assistant

Contact for new Daily Record of Care (DROC) sheets and other MAPC questions.

242-8335 x 3226

Peggy Marklein, RN – Personal Care

Coordinator

markleinp@clanet.org

242-8335 x 3222

Sarah Riffle, RN – Personal Care

Coordinator

riffles@clanet.org

242-8335 x 3222

Latina Benoy and Jenni Figy – Finance

Contacts for all Billing and DROC

Questions

benoyl@clanet.org

242-8335 x 1120

Joy Scadden – Lead RN

Contact for Training Requests, Training Verifications, Assigns Caseloads

scaddenj@clanet.org

242-8335 x 3211

figyj@clanet.org

242-8335 x 1168

Who to contact at CLA?

1. **New Referrals** - contact Kate Coerper
 - a. When to Refer Form Attached
2. When you have a new Personal Care Worker working with a client in the MAPC program, send **TRAINING VERIFICATION FORM** to Joy Scadden.
 - a. Form Attached
 - b. The PCW should NOT FILL OUT A Daily Record of Care (DROC) until this form has been returned to your agency with the RN signature. We have a turnaround of 24 - 48 hrs. This is Medicaid regulations that no hours are billed until the worker is “verified.”
3. For clients who have RN delegated tasks, send Community Living Alliance a **Training Verification Request Form** to the Personal Care Coordinator for Delegated Tasks, and please cc Joy Scadden as she tracks this information. Trainings typically occur Monday- Friday daytime hours within 7-10 days of request whenever possible.
 - a. Form Attached
 - b. This works best when the agency is able to “group” PCWs to be verified by the PCC that they have been properly trained on delegated tasks.
 - c. The PCW should NOT CHECK ANY of a client’s RN-delegated tasks until the PCC has been there to verify training. If the above form has been filled out and returned, the PCW can begin billing MAPC hours for tasks that are NOT IN THE SHADED AREA (shaded area = RN-delegated tasks).

OTHER INFORMATIONAL ITEMS:

1. MAPC requires **Supervisory Visits** every 50-60 days. The PCC has a 10-day window, so please return calls/emails as quickly as possible to schedule these visits. The PCC contacts the house manager or director (or home staff) based on the agency’s requested contact for these visits.
 - a. MAPC requests that the PCC (nurse) observe tasks that involve health and safety. This can be disruptive to the clients and/or PCWs, but we will do our best to be unobtrusive.
 - b. There are always situations due to significant behavioral issues that would require the PCC to come at times other than when critical cares are being provided, but this should be the exception. We understand the issue of disrupting the morning routine, but to follow MAPC expectations, we must observe the cares on the client’s Care Plan, which are often completed during the morning tasks.
2. **Assessment Visits** (Personal Care Screening Tool, or PCST) is completed annually.
 - a. Please have the staff person who knows the client the best to attend this visit, or be available by telephone to help answer assessment questions.
3. **Daily Record of Care (DROC) and Nurse Plan of Care**
 - a. After each assessment or new intake, CLA will email the agency a Daily Record of Care (DROC) for that specific client.

mmunity ing Alliance

Bringing Health, Independence and Dignity Home

- b. CLA will also email the NPOC (Nurse Plan of Care) which outlines the tasks on the DROC.
- c. The PCWs should know the Plan of Care and all the tasks that are listed. At times, CLA sees that the DROCs are not capturing all the checkmarks possible for cares provided.
- d. These DROCs must be signed by the PCW, checkmark all tasks provided (one checkmark per each task provided), must be completed daily, and tasks must be provided in the home (MAPC regulations) unless accompanying to MD appt.
- e. Mail or drop off DROCs to our office between 8:30a-4:30p Monday through Friday by the 10th of each month. You can also drop off forms in our green drop box in front of the building 24 hours/day.
- f. You are welcome (and encouraged) to send DROCs weekly to CLA if that works better for your agency.

4. **What communication do we need from you?**

- a. Address and telephone number changes – did the client move?
- b. Changes in agency staff - House Manager; Director; Residential Coordinator; etc. contact name, phone number, and email address.
- c. Support broker/case manager changes - including any new emails or telephone numbers
- d. Agency change - if the client changes to another provider

5. **Nursing Home, Hospitalizations and Hospice**

- a. We need this information as soon as it occurs. This is critical for MAPC billing purposes and documentation. A client's MAPC billing can be affected by this information.
- b. Also let the PCC know about upcoming vacations and camp. This is for CLA's Billing Department.
- c. Please remind PCWs that they can **ONLY** fill out DROCs for personal cares provided to the client in the client's primary home. (CLA has seen PCWs document on DROCs when the client is in the hospital because they were providing support to the client at that location. Medicaid will consider this fraud)

6. **Seizure Protocol**

- a. For all clients with a diagnosis of a Seizure Disorder, CLA needs an individualized seizure protocol/plan on file for them.
- b. If you need assistance in creating this plan, please talk to your PCC (nurse).

7. **What about the Community Nursing services or "WIN"?**

- a. All skilled nursing services will be referred to the Waisman Center's "WIN" (Wellness Inclusion Nursing) program. Please contact Marcia Stickel for any questions
 1. contact information: (608) 890-2843 or stickel@waisman.wisc.edu

8. **How are we doing?**

- a. Any suggestions on what CLA can do to improve are very welcome. Please contact Tim Wellens, Operations Manager of Personal Care Dept., at 242-8335 x 3221 or email at wellenst@clanet.org to provide any feedback. Thank you!